



Powered by the
ConnectCare3
Platform & App

Access Your Account

1

Visit the Site

Go to connectcare3wellness.com

2

Register

Complete the registration form to claim your account

Your Employer Code:

3

Login & Get Started

Set a personal goal, take a health assessment or start learning in HealthyU

The "ConnectCare3" App: 

1. Search for the "ConnectCare3" App in your app store
2. Go to connectcare3wellness.com and login to your account
3. Once logged in go to USER MENU and click MOBILE ACCESS to generate a unique code
4. A window will open, click the NEW button. Enter code into the app. The code is valid for 24 hours



Registration Steps

1



Visit the Site

Go to connectcare3wellness.com
or scan the QR code



2



Register Your Account

Complete the registration form using
the following information:

1. Your First Name
2. Your Last Name
3. Your Date of Birth

* Please use your legal first and last
name when registering

4. Your Employer Code:

3



Login & Get Started

- Complete the registration process
- Login to your account
- Set a personal goal, take the health assessment or start learning in HealthyU

Advanced Functions

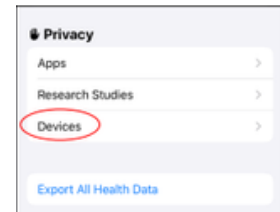
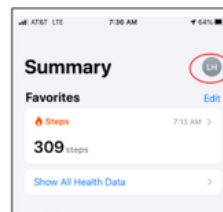
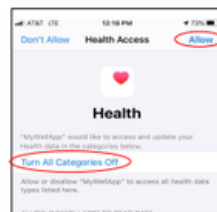
App Access

1. Visit your App Store (Apple or Google Play), search for "ConnectCare3" and download.
2. Use your preferred device to log into connectcare3wellness.com.
3. Once logged in, go to the USER MENU and click on MOBILE ACCESS.
4. In the new window, click the NEW button, a unique access code will generate in the code field that you will be asked to enter for the app. This code will remain valid for 24 hours.



Fitbit, Google Fit & Apple HealthKit

- Pairing Fitbit & Google Fit, click the Challenges page button for your preferred device and follow the prompts.
- Apple HealthKit data can be synced to your account via the ConnectCare3 app using your Apple device.
- Once you are logged in with a new mobile code, the Apple Health pairing request will automatically come up. Click Allow in the upper right-hand corner. If the Allow button is greyed out, click Turn on All Categories.
- If you have an Apple Watch, be sure it is synced to the Apple Health app by opening the Apple Health app and clicking on the grey circle in the upper right corner.
- Under Privacy, click Devices. If your Apple Watch is not listed, pair it with your phone to sync it to your Apple Health app.



Tracking Options

Push Notifications

- Users can customize notifications at registration or may update their preferences by clicking the USER MENU (or Avatar) dropdown, selecting UPDATE PROFILE and then choosing their preferred notification level.

Uploading A Form



Find the Preventive Care Attestation Form in the "Preventative Care" Box located on the homepage.



Click the "Download Form" button located on the homepage.



Print the form out or digitally complete the document as instructed.



Visit your health care professional for an annual physical (form provides instructions) and have them complete this form accordingly.



Click the "Upload Completed Form" button and choose the corresponding document to verify participation.

Choosing A Language

The platform is currently available in English or Spanish, click on the drop-down menu and select your preferred language, check out the example below:



The screenshot shows the ConnectCare3 website interface. At the top left is the ConnectCare3 logo. In the top right corner, there is a language selection dropdown menu with three options: 'español', 'English (US)', and 'español' (with a checkmark). A green arrow points to this menu with the text 'Click Here'. Below the logo, the main heading reads '¡Estamos encantados de verte aquí!' followed by a sub-heading: 'Nuestro objetivo es empoderarlo hacia una mejor salud y bienestar. El contenido de este programa se presenta con ese propósito exacto. ¡Disfruta el viaje para lograr tu yo más saludable!'. Below this are two buttons: 'Acceso' and 'Registro'. The footer contains three columns: 'Acerca de nosotros' (About us), 'Contáctenos' (Contact us), and 'Enlaces rápidos' (Quick links).

Additional Information:

- To fully log-out or disconnect from an access code, you will need to clear your app history through the settings of your mobile device.
- Mobile access codes can only be used once. If you want to connect on your iPhone and iPad, you will need to generate a code for each device.
- These codes are for your account and your account only, we strongly discourage sharing mobile access codes with others as that would give them full access to your wellness portal and information. Keep your mobile access codes private just like any other security code or password.

Frequently Asked Questions

Q: Am I required to participate?

A: No, participation is not required but engaging in a wellness program can improve your health and may be incentivized by your employer for just that reason. Contact your Human Resources Department if you have questions on your organizations specific programming.

Q: Can I enable/connect a device for wellness tracking purposes?

A: Yes, turn on and off tracking in the platform that connects to their Apple Health Kit, Samsung Health, Fitbit, and Google Fit systems.

Q: Why are my steps not registering?

A: Your steps may not be registering because your device was either not synced properly or you have not allowed a certain category on the app to sync over. The ConnectCare3 and the Apple Health app must both be open.

Q: Why is my device not syncing?

A: The device may not be syncing because you may only have the Apple Health App running. Both the Apple Health app and ConnectCare3 need to be running to properly sync your device. The Apple Health app needs to know where it is syncing to and registering the activities.

Q: I have revoked access to a category, and I want to re-enable it. How can I do that?

A: It is best to un-sync your device and uninstall the ConnectCare3. Once finished, you can reinstall the ConnectCare3 app and resync your device. Once these settings have initially been selected, they will not be able to change.

Q: I am unable to see where to sync my Apple device to ConnectCare3 (CoreHealth) platform. How do I fix this?

A: There could be issues on Apple's or ConnectCare3's (CoreHealth) end that could prevent this button from displaying and allow you to sync your device. If this is the case, please reach out to your site's support team and they will be able to assist you in other steps and alternatives.

Q: Why doesn't the step count on my Apple Watch match what's in my Apple Health app?

A: Your watch may not be syncing to your Apple Health app. You can either manually sync your watch with your Apple Health app, or you can configure your watch to automatically sync to your Apple Health app throughout the day.

Q: What if I don't have an Apple Watch, but I keep my phone in my pocket to record my steps?

A: No problem! The steps recorded in the Apple Health app on your phone will sync with your wellness account just the same. Follow the steps above to sync the Apple Health App with your wellness account and troubleshoot any issues you have.

Q: How do I un-sync my Apple Watch/Apple Health app from my wellness account?

A: To disable this communication:

1. Open the Apple Health app on your phone.
2. Click on the grey circle in the upper right corner.
3. Scroll down to the Privacy section, click Apps, then click ConnectCare3.
4. Click Turn All Categories Off.

Learn More About ConnectCare3



**YOUR
HEALTH &
WELLNESS
PARTNER.**

- Patient Advocacy
- Nurse Navigation
- Chronic Disease Management & Prevention
- Tobacco Cessation
- Nutrition Education



The ConnectCare3 Benefit

Your health and wellness partner.

What is ConnectCare3?

ConnectCare3 is a confidential benefit provided to employees and their dependents covered under the health plan at no additional cost. ConnectCare3 has no affiliation with any insurance carrier or hospital system. We aim to provide callers with positive health outcomes on their health and wellness journey.

Available Services



Patient Advocacy

The patient advocates are the first line of contact when reaching out to ConnectCare3. They also assist our clinical team with conducting research.



Nurse Navigation

The nurse navigators are available to work with patients who have received a medical diagnosis that requires a specialist. Our nurses can provide education on a diagnosis and treatments, physician options, and can help patients prepare for physician appointments.



Chronic Disease Management & Prevention

The Chronic Disease Management & Prevention team consists of registered nurses, certified health coaches, and a registered dietitian. Our team approach to preventing and managing chronic conditions provides you with access to resources and expertise all in one place.



Nutrition Education

Our registered dietitians will help patients to understand the connection between diet and health by completing a thorough nutritional assessment and providing healthy meal plans and alternatives.



Tobacco Cessation

Work one-on-one with our Tobacco Cessation coaches to achieve and maintain a tobacco-free life.

How to Enroll

Contact us at 877-223-2350 or info@connectcare3.com to enroll in our services today.

Visit Our Website





The ConnectCare3 Wellness Platform

Features



Wellbeing Challenges



HealthyU Learning Modules



Health Information Library



Available in English & Spanish



Set & Track Personalized Goals



Learn More About ConnectCare3

Registration Steps

1. Visit connectcare3wellness.com

OR

Scan the QR Code



2. Click "Register"

3. Enter your First Name, Last Name, Date of Birth and

Employer Code:

*Please use your legal first and last name when registering

4. Click "Lookup Account"

5. Begin your wellness journey!

The "ConnectCare3" App: 



Refer to your implementation guide for app download instructions